Science Technology and Research

First Contact Resolution

First contact resolution tracks DTS' efforts to resolve customer incidents on initial contact.
Cells displayed show the number of incidents resolved on first contact during the reporting period.

Top Number - Total Incidents
Bottom Number - First Contact Resolution

Customer Company	Assigned Group	Assigned to Individual	Low	FCR Total
Science Technology and Research	Help Desk	Sarah Johnson	1 0	1 0
		Vicky Marrelli	1 1	1 1
		Assigned to Individual Total	2 1	2 1
	Metro A Desktop Support	Burton Brown	3 2	3 2
		Assigned to Individual Total	3 2	3 2
	Metro A Help Desk	Ed Conrad	1 1	1 1
		Assigned to Individual Total	1 1	1 1
	Assigned Group Total		6 4	6 4
Customer Company Total			6 4	6 4

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Missed Initial Response

Missed initial response tracks DTS' efforts to respond to customer incidents in accordance with enterprise standards .
Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and
Critical within 30 clock minutes.
Cells displayed show the number of incident responses that missed the enterprise standards during the reporting period.

Customer Company	Assigned Group	Assigned to Individual	**Top Number - Total Incidents** **Bottom Number - Missed Inital Response**	
			Low	MIR Total
Science Technology and Research	Help Desk	Sarah Johnson	1 0	1 0
		Vicky Marrelli	1 0	1 0
		Assigned to Individual Total	2 0	2 0
	Metro A Desktop Support	Burton Brown	3 0	3 0
		Assigned to Individual Total	3 0	3 0
	Metro A Help Desk	Ed Conrad	1 0	1 0
		Assigned to Individual Total	1 0	1 0
	Assigned Group Total		6 0	6 0
Customer Company Total			6 0	6 0

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Average Time To Initial Response

Average time to initial response tracks DTS' efforts in responding to customer incidents based upon established enterprise standards .
Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and
Critical within 30 clock hour minutes.
Cells displayed show the number of incidents and the average time it took DTS to respond to the customer's problem.

			Top Number - Total Incidents Bottom Number -Average time in hours	
Customer Company	Assigned Group	Assigned to Individual	Low	ATTIR Total
Science Technology and Research	Help Desk	Sarah Johnson	1 0.10	1 0.10
		Vicky Marrelli	1 0.00	1 0.00
		Assigned to Individual Total	2 0.05	2 0.05
	Metro A Desktop Support	Burton Brown	3 0.00	3 0.00
		Assigned to Individual Total	3 0.00	3 0.00
	Metro A Help Desk	Ed Conrad	1 0.14	1 0.14
		Assigned to Individual Total	1 0.14	1 0.14
	Assigned Group Total		6 0.04	6 0.04
Customer Company Total			6 0.04	6 0.04

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Missed Resolution

Missed resolution tracks DTS' efforts to resolve customer incidents in accordance with enterprise standards .
Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and
Critical within 2 clock hours.
Cells displayed show the number of incidents that missed the enterprise resolution times during the reporting period.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - Missed Resolution	
			Low	MR Total
Science Technology and Research	Help Desk	Sarah Johnson	1 0	1 0
		Vicky Marrelli	1 0	1 0
		Assigned to Individual Total	2 0	2 0
	Metro A Desktop Support	Burton Brown	3 0	3 0
		Assigned to Individual Total	3 0	3 0
	Metro A Help Desk	Ed Conrad	1 0	1 0
		Assigned to Individual Total	1 0	1 0
	Assigned Group Total		6 0	6 0
Customer Company Total			6 0	6 0

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Average Time To Resolution

Average time to resolution tracks DTS' efforts to resolve customer incidents based upon established enterprise standards .
Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and Critical within 2 clock hours.
Cells displayed show the number of incidents and the average time it took DTS to resolve the customer's problem.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - Average time in hours	
			Low	ATTR Total
Science Technology and Research	Help Desk	Sarah Johnson	1 0.20	1 0.20
		Vicky Marrelli	1 0.00	1 0.00
		Assigned to Individual Total	2 0.10	2 0.10
	Metro A Desktop Support	Burton Brown	3 0.03	3 0.03
		Assigned to Individual Total	3 0.03	3 0.03
	Metro A Help Desk	Ed Conrad	1 1.73	1 1.73
		Assigned to Individual Total	1 1.73	1 1.73
	Assigned Group Total		6 0.33	6 0.33
Customer Company Total			6 0.33	6 0.33

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Detail

INC000000441939	Vatsala Kaul	None	None	None		TIR Missed: No	0.00
	Metro A Desktop Support	Burton Brown	Science Technology and Research	Low	Closed	TTR Missed: No	0.04
INC000000442862	Robert Simmons	Mobile Devices	Error	Droid		TIR Missed: No	0.10
	Help Desk	Sarah Johnson	Science Technology and Research	Low	Closed	TTR Missed: No	0.20
INC000000443039	Alan J Walker	Mobile Devices	Error	None		TIR Missed: No	0.00
	Help Desk	Vicky Marrelli	Science Technology and Research	Low	Closed	TTR Missed: No	0.00
INC000000446472	Perry Thomson	None	None	None		TIR Missed: No	0.00
	Metro A Desktop Support	Burton Brown	Science Technology and Research	Low	Closed	TTR Missed: No	0.02
INC000000447393	Ronda Robbins Jones	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.14
	Metro A Help Desk	Ed Conrad	Science Technology and Research	Low	Closed	TTR Missed: No	1.73
INC000000447570	Ronda Robbins Jones	None	None	None		TIR Missed: No	0.00
	Metro A Desktop Support	Burton Brown	Science Technology and Research	Low	Closed	TTR Missed: No	0.02